

HUMAN SERVICE TRANSPORTATION DELIVERY PROGRAM (HSTD)

Overview:

The Human Service Transportation Delivery (HSTD) Program provides non-emergency, non-ambulance medical transportation services to eligible Medicaid, Vocational Rehabilitation, and Department of the Blind recipients. It also combines the resources of public and private transportation providers in an efficient, cost effective and easily accessible transportation program throughout the Commonwealth of Kentucky.

The Department for Medicaid Services (DMS) contracts with the Kentucky Transportation Cabinet (KyTC) to manage the daily operation of the HSTD program. The Office of Transportation Delivery (OTD) within the KyTC answers complaints from recipients, subcontractors, or regional brokers and resolves them. Please call 1-888-941-7433 if you need assistance with any issues or concerns.

A regional broker coordinates transportation services for each region through use of a network of providers located within the region.

Basic rules about transportation services:

If you or someone in your household has a car, van or truck and it is not available or appropriate for you to use, you must give the transportation provider, in writing, information that verifies you cannot use the vehicle.

- You can get a doctor's note if it is for a medical reason.
- You can get a mechanic's statement if it is not working or if there are mechanical problems.
- Have your family member's boss or school official write a note that the family member cannot give you a ride when you need it because of their work or school hours.
- If the car, van or truck has been junked, you will need to give a copy of the vehicle registration to your broker from the County Clerk's Office.

You should always try to go to the closest medical facility that can help your condition. If you need care that is out of your service area (county or a county that borders your county), you will need to have your doctor write a note to the broker explaining why it is important for the trip to occur.

Only Medicaid members that are in a wheelchair or are able to walk but disoriented are allowed to choose the company they want to ride with. You will need to give the broker a doctor's note saying that you need wheelchair or attendant services.

How to request services:

Recipients needing transportation services can contact their regional broker to inquire about their hours of operation and policies for scheduling transportation services. Normal transportation services must be scheduled with the regional broker 72 hours in advance. To cancel a reservation, please call the broker and not the Office of Transportation Delivery. After hours paging is available on weekends and state holidays for immediate or "urgent care" transportation needs. **To find your regional broker, please refer to <http://transportation.ky.gov/Transportation-Delivery/Pages/Human-Service-Transportation-Delivery-Brokers.aspx>.** We have also provided contact information for the Office of Transportation Delivery and regional brokers. The regional broker list is in alphabetical order by county.

OFFICE OF TRANSPORTATION DELIVERY

200 Mero Street
Frankfort, KY 40622
Phone: 888-941-7433
Fax: 502-564-2058

Human Service Transportation Delivery Brokers

Region	Counties	Broker	Toll Free Number	Phone Number	Website
1	Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, McCracken	Audubon Area Community Service, Inc. (GRITS)	1-844-575-9676		http://grits.audubon-area.com/index.php/medicaid-transportation
2	Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg	Pennyrile Allied Community Services (PACS)	1-800-467-4601	(270) 886-6641	http://www.pacs-ky.org/
3	Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster	Audubon Area Community Service, Inc. (GRITS)	1-800-816-3511	(270) 686-1651	http://grits.audubon-area.com/
4	Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson	LKLP Community Action Council (LKLP)	1-800-245-2826		http://www.lklp.org
5	Adair, Allen, Barren, Butler, Edmonson, Green, Hart, Logan, Metcalfe, Simpson, Taylor, Warren	LKLP Community Action Council (LKLP)	1-800-245-2826		http://www.lklp.org
6	Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989		http://www.ftsbt.org
8	Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, Woodford	Bluegrass Community Action Partnership (BGCAP)	1-800-456-6588	(502) 695-4290	http://www.bluegrasscommunityaction.org
9	Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Pendleton and Owen	LKLP Community Action Council (LKLP)	1-800-245-2826		http://www.lklp.org
10	Fayette	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	(859) 233-0066	http://www.ftsbt.org
11	Bourbon, Clark, Estill, Harrison, Madison, Montgomery, Nicholas, and Powell	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	(859) 233-0066	http://www.ftsbt.org
12	Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, Whitley	Rural Transit Enterprises Coordinated (RTEC)	1-800-321-7832	(606) 256-9835	http://www.4rtec.com
13	Breathitt, Clay, Harlan, Jackson, Knott, Lee, Leslie, Letcher, Owsley, Perry, and Wolfe	LKLP Community Action Council (LKLP)	1-800-245-2826	(606) 439-1362	http://www.lklp.org/
14	Floyd, Johnson, Magoffin, Martin, Pike	Sandy Valley Transportation Services (SVTS)	1-800-444-7433	(606) 886-1936	http://www.svtransport.org
15	Bath, Boyd, Carter, Elliott, Greenup, Lawrence, Menifee, Morgan and Rowan	LKLP Community Action Council (LKLP)	1-800-245-2826		http://www.lklp.org
16	Bracken, Robertson, Mason, Fleming, and Lewis	Licking Valley Community Action Program (LVCAP)	1-800-803-1310	1-800-327-5196	